

# Candidate Information Bulletin



## STATE OF UTAH Hearing Instrument Intern Hearing Instrument Specialist

### Examinations

To be licensed as a Hearing Instrument Intern you must pass:

- The Utah Law and Rules Examination

During the internship, to be released from direct supervision, you must pass the:

- National Institute for Hearing Instrument Studies Education and Examination Program; and
- Utah Hearing Instrument Practical Examination

To be licensed as a Hearing Instrument Specialist upon completion of an internship you must have passed the following exams:

- National Board for Certification in Hearing Instrument Sciences
- National Institute for Hearing Instrument Studies Education and Examination Program
- International Licensing Examination
- Utah Hearing Instrument Practical Examination
- Utah Law and Rules Examination

To be licensed as a Hearing Instrument Specialist by Endorsement you must pass:

- The Utah Law and Rules Examination
- National Board for Certification in Hearing Instrument Sciences

### Licensure Process

Upon completion of all licensure requirements, including passing the applicable examinations, submit a complete application for licensure to:

*By US Mail*

**Division of Occupational and  
Professional Licensing**  
P.O. Box 146741  
Salt Lake City, UT 84114-6741

*By Delivery or Express Mail*

**Division of Occupational and  
Professional Licensing**  
160 East 300 South, 1<sup>st</sup> Floor, Main Lobby  
Salt Lake City, UT 84111

Applications for licensure are available on the Internet at [www.dopl.utah.gov](http://www.dopl.utah.gov).

You may also obtain license applications from:

**Thomson Prometric**  
**Attn: UT Hearing Instrument Specialist**  
1260 Energy Lane  
St. Paul, MN 55108  
800.881.4214  
[www.experioronline.com](http://www.experioronline.com)

### National Board for Certification in Hearing Instrument Sciences (NBC-HIS) (A)

#### EXAMINATION PROCESS

The certification exam for National Board for Certification in Hearing Instrument Sciences (NBC-HIS) is required for licensure as a Hearing Instrument Specialist. Candidates for this exam must contact NBC-HIS for an application and must be approved in order to take this exam. Candidates will pay all fees directly to:

**National Board for Certification  
in Hearing Instrument Sciences**  
16880 Middlebelt Road, Suite 4  
Livonia, MI 48154  
734.522.2900

Candidates must pass the NBC-HIS examination given in January, April, July, and October.

Thomson Prometric will administer the national certification examination on a quarterly basis. Approved candidates will receive a Verification Letter from NBC (National Board for Certification) with the time and place to appear.

#### FEE

The examination and application fee for the NBC-HIS is sent directly to:

**NBC-HIS**  
16880 Middlebelt Road, Suite 4  
Livonia, MI 48154  
734.522.2900

Contact NBC-HIS for the fee amount.

#### DATES AND LOCATION

Your Verification Letter from NBC will include information regarding the date and time of your exam and will direct you to take your examination at the following location:

**Thomson Prometric**  
5486 South 1900 West, Suite C  
Taylorsville, UT 84118  
801.355.5051

#### ADMISSION TO EXAM

For admission to the exam, you must bring the following:

- Photo identification, such as a driver's license
- Your Verification Letter

## SCORING INFORMATION

Your completed examination will be sent to NBC-HIS for scoring. You will receive your grade report for the national exam within four to six weeks.

### National Institute for Hearing Instrument Studies Training Manual for Professionals in the Field of Hearing Instrument Sciences (B)

## EXAMINATION PROCESS

Hearing Instrument Interns must take and pass this examination before ending direct supervision. Candidates must apply directly to the International Hearing Society for the home study course: *National Institute for Hearing Instrument Studies Training Manual for Professionals in the Field of Hearing Instrument Sciences*.

**International Hearing Society**  
16880 Middlebelt Road, Suite 4  
Livonia, MI 48154  
734.522.7200

When candidates finish Lesson 25, the International Hearing Society (IHS) will send an approval letter to take the final exam. Candidates are required to name Thomson Prometric as the proctor for the exam. Candidates may then call Thomson Prometric at 800.881.4214 to schedule an appointment for the *Training Manual Professionals in the Field of Hearing Instrument Scientist* final examination.

## FEES

The fee for the home study course is payable to the International Hearing Society. Contact the International Hearing Society for fee amount. The proctoring fee for the final examination is \$35 and is payable to Thomson Prometric.

## ADMISSION TO EXAM

For admission to the exam, you must bring the following:

- Photo identification, such as a driver's license.
- Two No. 2 pencils with erasers.

## SCORING INFORMATION

IHS will do the scoring of the final examination, and Thomson Prometric will report the score to candidates within three weeks. To ensure confidentiality, scores will not be disclosed over the phone or by fax.

### International Licensing Examination (C)

## EXAMINATION PROCESS

Upon completion of the 4000-hour hearing instrument internship, the hearing instrument intern must take and pass this examination. Candidates apply directly to Thomson Prometric for the International Licensing Examination. Send the completed Application for Admission to Examination form and fee to:

Thomson Prometric  
1260 Energy Lane  
St. Paul, MN 55108  
800.881.4214

## FEE

Examination fee is \$175 and payable to Thomson Prometric. Payment may be made by check, money order, MasterCard or Visa.

## EXAMINATION DATES

Contact Thomson Prometric to schedule your examination date and time.

## ADMISSION TO THE EXAM

Approximately two weeks before the exam, Thomson Prometric will send you an Admission Letter that will provide you with the specific date, time and location of the exam.

If you lose your Admission Letter or have not received an Admission Letter two weeks before the exam date, contact Thomson Prometric at 800.881.4214.

Notify Thomson Prometric and the Division of any change of address.

## SCORE INFORMATION

Thomson Prometric will mail your score to you approximately four weeks after you complete your examination. To ensure confidentiality, scores will not be disclosed over the phone or by fax.

## STUDY MANUAL

Refer to the International Licensing Examination (ILE) for the *Hearing Instrument Dispenser—Candidate Manual and Study Guide* for additional information.

**Note:** The Candidate Manual and Study Guide may be obtained by calling Thomson Prometric at 800.881.4214.

### Utah Hearing Instrument Practical Examination (D)

## EXAMINATION PROCESS

Before ending direct supervision, hearing instrument interns must take and pass this examination. Candidates apply directly to Thomson Prometric for the Utah Hearing Instrument Practical Examination. Send the completed Application for Admission to Examination form and fee by the deadline date to:

**Thomson Prometric**  
1260 Energy Lane  
St. Paul, MN 55108  
800.881.4214

## FEE

Examination fee is \$100 and payable to Thomson Prometric. Payment may be made by check, money order, MasterCard or Visa.

## 2006 EXAMINATION DATES

Feb 16  
Apr 20  
Jun 15  
Aug 17  
Oct 19  
Dec 21

## ADMISSION TO EXAM

Approximately two weeks before the exam, Thomson Prometric will send you an Admission Letter that will provide you with the specific date, time and location of the exam.

If you lose your Admission Letter or have not received an Admission Letter two weeks before the exam date, contact Thomson Prometric at 800.881.4214.

Notify Thomson Prometric and the Division of any change of address.

## SCORE INFORMATION

Thomson Prometric will mail your score to you approximately four weeks after you complete your examination. To ensure confidentiality, scores will not be disclosed over the phone or by fax.

## ADDITIONAL INFORMATION

### • Candidates will be evaluated on the following topics:

- Patient Information and Health Assessment: Case History, Otoscopy, Screening Tympanometry and Referral
- Pure-Tone Audiometry: Air, Bone, Speech, Masking and Special Considerations
- Human Acoustic Couplers: Earmold Impressions, Retubing and Earmold Styles
- Audiometric Interpretation and Fitting Verification: Audiograms, ANSI Readouts and Real Ear Measurements
- Dispensing, Counseling and Trouble-Shooting: Delivery Instructions, Resolving Complaints and Rehab Counseling

### Candidates will be required to bring the following items to the Practical Examination:

1. Otoscope
2. Audiometer capable of AC, BC, Speech and Sound Field testing
3. Current and valid audiometer calibration certificate
4. A case history form, which allows for the recording of audiometric and otoscopic results
5. Alcohol towelettes or any supplies needed to ensure proper hygiene
6. Earmold impression materials
7. Ear impression box
8. A test subject/model—an individual to utilize as your test subject/client for the examination
9. An earmold for a BTE fitting which fits your test subject/model and a BTE hearing aid
10. Materials necessary to replace tubing on the fitting (see # 9)
11. A working hearing aid and the accompanying user instructional brochure

The test subject must be at least 18 years old. The test subject may not be affiliated with the Hearing Instrument profession in any way. Prior to the scheduled Practical Examination, the candidate must fully explain to the test subject the procedures to take place during the Practical Examination.

The test subject will be required to bring a photo identification and sign a Test Subject Affidavit. The affidavit will be included with your Admission Packet. The signed affidavit is to be given to the administrator at the examination site.

The Practical Examination will take approximately 2-1/2 to three hours to complete. Examination services requiring a test subject/model will be administered first so that the model may leave before the examination is completed.

## STUDY MANUAL

Refer to the *NIHIS Uniform Practical Examination Study Guide* for additional information.

**Note:** Study Guides may be obtained by calling Thomson Prometric at 800.881.4214.

## Utah Hearing Instrument Specialist Law Examination (E)

### FEE

The fee for the Utah Law and Rules Exam is **\$60** and includes same-day scoring.

## Examinations by Thomson Prometric

The UT Division of Occupational and Professional Licensing has contracted with Thomson Prometric to conduct its examination program. Thomson Prometric provides computerized examinations through the multistate Prometric Testing Network of testing centers, including Utah sites in Taylorsville and St. George. A complete list of testing centers is available on our Web site at [www.experioronline.com](http://www.experioronline.com).

## Registering and Scheduling for the Examination

Thomson Prometric encourages you to **register and schedule** online in one easy step. Refer to the *Internet Registration and Scheduling* section below for more information.

You may also register by phone, fax or mail. If you choose to **register** using fax or mail, you must then **schedule** your examination appointment (see *Scheduling the Examination Appointment*).

## INTERNET REGISTRATION AND SCHEDULING

You may register and schedule your examination online with Thomson Prometric at any time using our Internet Registration Service and Scheduling Service at [www.experioronline.com](http://www.experioronline.com). To use this service on our Web site, follow these easy steps:

- Go to [www.experioronline.com](http://www.experioronline.com) and select **For Test Takers**.
- Choose **Utah** from the list of states provided.
- Under the **Healthcare** section, click on **Healthcare License Exams**.
- Click on **Online Registration and Scheduling**.

- Follow the simple, step-by-step instructions to complete the registration process. Please have your MasterCard or Visa available for online payment of examination fees.
- Complete the process by scheduling your examination appointment online.

If you require ADA accommodations, please refer to the *Special Test Considerations* section.

### PHONE REGISTRATION

You may register and schedule your examination with one phone call. Please have your Examination Registration Form and your Visa or MasterCard available before you call 800.882.3981 between 6 a.m. and 7 p.m. (Mountain time).

### FAX REGISTRATION

You may fax your completed Examination Registration Form to 800.347.9242. You must include the MasterCard or Visa number and the cardholder's signature on the fax. You may then schedule your examination by calling 800.882.3981.

### MAIL REGISTRATION

You may mail the completed Examination Registration Form to Thomson Prometric and it will be processed within two business days from the time it is received. (Please allow four to eight days for mail delivery.) You may pay by including a MasterCard or Visa number, money order, company check or cashier's check. Personal checks and/or cash are not accepted. You may then schedule your examination by calling 800.882.3981.

### SCHEDULING THE EXAMINATION APPOINTMENT

Thomson Prometric encourages you to **register and schedule** online in one easy step. Refer to the *Internet Registration and Scheduling* section for more information.

If you choose to **register** using fax or mail, you must then **schedule** your examination appointment. To schedule online, refer to the *Internet Registration and Scheduling* section. To schedule by phone, call Thomson Prometric 6 a.m. and 7 p.m. Mountain time, Monday through Friday. Schedule your exam early to get your preferred site and time.

Testing does not take place on the following holidays or weekends on which the holiday falls:

- Martin Luther King Jr. Day
- Labor Day
- Presidents Day
- Thanksgiving Day and Friday after
- Memorial Day
- Monday after Christmas
- Independence Day
- Friday before New Year's weekend

**Note:** Be advised that there may be additional state-observed holidays in the state where you schedule your exam appointment.

### RESCHEDULING YOUR APPOINTMENT

To avoid an additional fee, you must contact Thomson Prometric at least **three full business days** before the day of your originally scheduled appointment. Rescheduling fees will apply as follows:

- **No fee** if you reschedule on the fourth business day or sooner prior to your appointment date.

- **\$40 fee** if you reschedule one to three business days before your appointment date. *Note:* Payment must also be received in the one to three day time frame.
- **Another full examination fee** if you reschedule on or after your appointment date.

**Before you reschedule your examination**, refer to the chart below to determine the *last day* you may reschedule without paying an additional fee.

**Note: The schedule below does not include holidays.**

If your exam is on:	Call by 7 p.m. Mountain time the previous: (this is the last day you may call without paying a rescheduling fee)
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Monday

You may pay any additional fee with Visa or MasterCard and reschedule your appointment online or by calling Thomson Prometric. You may also pay the rescheduling fee by mailing a cashier's check, company check, money order, Visa or MasterCard information to Thomson Prometric.

### ABSENT OR LATE FOR THE EXAM APPOINTMENT

If you miss your appointment, or arrive late for your appointment and are not allowed to test, you will need to reschedule your exam and pay another full examination fee.

If you are unable to attend your scheduled examination due to illness or emergency, call Thomson Prometric. Under certain circumstances, the fee to reschedule may be waived. Thomson Prometric reserves the right to request documentation to support any illness or emergency claim.

### EMERGENCY CLOSING

In the event of severe weather or an emergency, Thomson Prometric may need to cancel scheduled exams. Thomson Prometric will attempt to contact you by phone or e-mail; however, you may check for test site closures by calling Thomson Prometric. If the site is closed, your exam will be rescheduled without a rescheduling fee.

If a test center is open for testing and you choose not to appear for testing, your fee will be forfeited and you will need to reschedule your exam and pay another full examination fee.

## Special Test Consideration

### AMERICANS WITH DISABILITIES ACT (ADA)

If you require testing accommodations under the *Americans with Disabilities Act* (ADA), please call Thomson Prometric at 888.226.9406 to obtain an Accommodation Request Form. Reasonable testing accommodations are provided to allow candidates with documented disabilities, which are recognized under the *Americans with Disabilities Act* (ADA), an opportunity to demonstrate their skills and knowledge. Candidates should submit professional documentation of the disability with their application to help determine the necessary testing arrangements. Thirty days' advance notice is required for all testing arrangements. There is no additional charge for these accommodations.

**Note:** If English is your second language, a language barrier is not considered a disability.

## What to Bring to the Exam

You must bring a current, valid and government-issued photo identification (driver's license, state-issued identification card or military identification).

## Regulations at the Test Center

To ensure that all candidates are tested under equally favorable conditions, the following regulations and procedures will be observed at each test center:

- Only approved references are allowed during the examination. Photocopies of reference materials may NOT be used. No handwritten or additional notes are allowed in the reference books (no letters, words, diagrams, etc.). Any reference material that has been written in during the exam will be confiscated. Highlighting and permanent tabbing is acceptable prior to the exam. Please note that Post-it® notes are not permanent and will not be allowed. Sharing reference materials is not allowed. Reference materials will be checked at the examination site before and after the examinations.
- Candidates may not use any other reference materials, papers or study materials at the test center. Candidates found with these or any other aids will not be allowed to continue the exam and their answers will not be scored.
- Candidates may bring a calculator or slide rule to the test center. Only silent, handheld, solar or battery-operated, nonprogrammable calculators (without paper tape-printing capabilities or alphabetic keypads) may be used. Calculators will be available at the test center.
- Thomson Prometric is not responsible for items left in the reception area of the testing center. While lockers are provided, it is recommended that personal items not be brought into the testing center. Note the following:
  - Electronic equipment such as cameras, tape recorders, cell phones, PDAs and pagers are not permitted in the testing room and must be powered off while stored in a locker.

- Other personal items not allowed in the testing room include digital watches, outerwear that is not being worn while testing (sweater, jacket, etc.), brief cases, purses, etc.
- Pocket items (wallet, keys, etc.) must remain in candidate's pocket during testing or placed in a locker.
- Weapons are not allowed at the testing center.
- Candidates that leave the examination room while an exam is in progress must sign out/in on the roster and will lose exam time.
- Candidates will not be permitted to use any electronic devices or phones during breaks.
- No guests, visitors or family members are allowed at the testing center.
- Candidates who engage in any kind of misconduct or disruptive or offensive behavior, such as giving or receiving help, taking part in an act of impersonation, removing test materials or notes from the testing room, rude or offensive language, or behavior that delays or interrupts testing, may be dismissed from the examination.

Failure to follow any of these security procedures may result in the disqualification of your examination. Thomson Prometric reserves the right to audio and videotape any examination session.

## Score Report

Candidates taking a computer-based exam will receive a Score Report at the conclusion of the examination. The report will indicate **PASS** or **FAIL** and your percentage. The minimum score of **75 percent** is required to pass. The Score Report will provide you with information regarding the next step in the licensure process or information about retaking the examination.

### DUPLICATE SCORE REPORT

To obtain a duplicate Score Report for computer-based exams, call Thomson Prometric. The fee is **\$20** per Score Report per exam.

## Strength and Weakness Report

If you do not pass the examination, you may request a Strength and Weakness Report by calling Thomson Prometric. Please wait at least 48 hours after receiving your Score Report before calling to request a Strength and Weakness Report.

This report will help you determine areas where more study is needed before you retake the test. The fee for this report is \$20 per examination. The report is only available for your most recent examination.

## Certificate of Achievement

Candidates passing their examination deserve recognition for their accomplishment. Thomson Prometric has prepared a beautifully designed 8.5 x 11 Certificate of Achievement suitable for framing. We will print your name and the name of the exam you successfully completed on the Certificate using a calligraphy font. To obtain a Certificate of Achievement call Thomson Prometric. The cost is \$20.

## Copyrighted Exam Questions

All test questions are the copyrighted property of Thomson Prometric, except questions directly based on Utah law, statutes or regulations. Such state-specific questions are the property of the State of Utah. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these test questions by any means, in whole or in part, without our written permission. Doing so may subject you to severe civil and criminal penalties, including up to five years in prison and/or a \$250,000 fine for criminal violations.

## Appeal Committee

Our goal is to provide a quality examination and pleasant testing experience for every candidate. If you are dissatisfied with either and believe we can correct the problem, we would like to hear from you. We provide an opportunity for general comments at the end of your exam. Your comments will be reviewed by our personnel, but you will not receive a direct response.

If you are requesting a response concerning the exam content, registration, scheduling or test administration (testing site procedures, equipment, personnel, etc.), please submit an appeal in writing. Your appeal letter must include your name, Social Security number, exam title, date tested and details of your concern including all relevant facts, your signature and return address. Mail your appeal letter to:

**Thomson Prometric**  
**ATTN: Appeal Committee**  
1260 Energy Lane  
St. Paul, MN 55108

The Appeal Committee will review your concern and send you a written response within 10 business days of receipt. **Faxed appeals will not be accepted, as an original signature is required.**

## Content Outline for the Hearing Instrument Specialist Law Exam

The Utah Hearing Instrument Specialist Law Examination is an open-book exam that consists of 30 multiple-choice questions. You will have one hour to complete this examination. A minimum of **75 percent** of the exam questions must be answered correctly to pass the examination. The following lists the content areas covered in the exam and the percentage of questions for each subject area.

<u>Subjects</u>	<u>Percentage of Questions</u>
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- |   |            |
|---|------------|
| <b>I. Hearing Instrument Specialist Licensing Act and Hearing Instrument Specialist Licensing Act Rules</b> | <b>50%</b> |
| A. Definitions, R156-46a-102, 58-46a-102  |            |
| B. Terms of License, 58-46a-303   |            |
| C. Unprofessional Conduct, R156-46a-502a, 58-46a-501  |            |
| D. Calibration of Technical Instruments, R156-46a-502c  |            |
| <b>II. DOPL Act, Title 58-1; General Rules of DOPL, Title R156-1</b>  | <b>50%</b> |
| A. Expiration, Renewal, and Reinstatement of Licenses, 58-1-308 to 58-1-309                                 |            |
| B. License Denial and Disciplinary Action, 58-1-401 to 58-1-403   |            |
| C. Diversion 58-1-404 and R156-1-404 (A-E)  |            |
| D. Unprofessional and Unlawful Conduct, 58-1-501 to 58-1-503  |            |

## References for the Exam

- Division of Occupational and Professional Licensing Act, Title 58-1*, July 1, 2004 Edition, Utah Division of Occupational and Professional Licensing, P.O. Box 146741, Salt Lake City, UT 84114, [www.dopl.utah.gov](http://www.dopl.utah.gov).
- General Rules of the Division of Occupational and Professional Licensing, R156-1*, October 18, 2004 Edition, Utah Division of Occupational and Professional Licensing, P.O. Box 146741, Salt Lake City, UT 84114, [www.dopl.utah.gov](http://www.dopl.utah.gov).
- Hearing Instrument Specialist Licensing Act Rules, Title R156-46a*, March 18, 2003 Edition, Utah Division of Occupational and Professional Licensing, 160 East 300 South, P.O. Box 146741, Salt Lake City, UT 84114-6741, [www.dopl.utah.gov](http://www.dopl.utah.gov).
- Hearing Instrument Specialist Licensing Act, Title 58-46a*, May 3, 2004 Edition, Utah Division of Occupational and Professional Licensing, P.O. Box 146741, Salt Lake City, UT 84114, [www.dopl.utah.gov](http://www.dopl.utah.gov).

## UTAH LAW AND RULES EXAMINATION APPLICATION FORM

**This application must be submitted to Thomson Prometric with the examination fee.**  
*Note: The examination must be successfully completed prior to submitting your Application for Licensure.*

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Telephone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Social Security No.: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

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### EXAM AND FEES (fees may be subject to change)

Exam	Exam Fee
Utah Hearing Instrument Specialist Law Examination	\$60

Payment may be made by cashier's check, money order, Visa or MasterCard, payable to Thomson Prometric. To pay by credit card, complete the information below.

Card Type (Circle) Visa      MasterCard	Card Number	Expiration Date (month/year)
Name of Cardholder (Print)		Signature of Cardholder

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### REGISTRATION

**By Internet:** If paying with Visa or MasterCard, you may register online at [www.experioronline.com](http://www.experioronline.com).

**By Mail:** Send this completed form with the appropriate fee(s) to:

**Thomson Prometric**  
**ATTN: UT Hearing Instrument Specialist**  
1260 Energy Lane  
St. Paul, MN 55108

**By Fax:** If paying with Visa or MasterCard, you may fax your registration to 800.347.9242.

**By Phone:** If paying with Visa or MasterCard, you may register by calling 800.882.3981.

Signature of Candidate: \_\_\_\_\_ Date: \_\_\_\_\_